

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1-92. (Canceled)

93. (New) In a call center comprising a plurality of agent stations and agents, a method comprising:

(a) receiving a first set of data values, the data being related to each agent, each agent station, and a call center function and being stored in a tabular form;

5 (b) generating a first graphical image representative of the first set of data values;

(c) receiving a user selection of first and second data values in the first set of data values on the first graphical image, a first portion of the first graphical image being positioned between the selected first and second data values and second and third portions of the first graphical image being positioned on either side of the first and second data values;

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(d) receiving a user selection of an editing function from among a plurality of predetermined editing functions;

(e) applying the user selected first editing function to the first portion of the first graphical image but not the second and third portions of the first graphical image to generate a second graphical image, the second graphical image comprising the second and third portions on either side of the first and second data values and a fourth portion between the first and second data values, the fourth portion being generated from application of the user selected first editing function to the data values in the first portion and being different from the first portion; and

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(f) revising the first set of data values to yield a second set of data values conforming to the second, third, and fourth portions of the second graphical image.

94. (New) The method of claim 93, wherein the first set of data values is a table, wherein the table includes a plurality of measurements of a parameter, wherein the parameter has a time varying value, and wherein the set of data values comprises a number of agents assigned to a selected task during a selected time period.

95. (New) The method of claim 94, wherein the table is used to simulate a workflow process and wherein the second set of data values is a simulation of call center operations based on the first set of data values.

96. (New) The method of claim 93, further comprising:

(f) displaying a value associated with a specified location on at least one of the first and second graphical images in response to the user positioning a cursor over the specified location, wherein the value is displayed in the vicinity of the cursor.

97. (New) The method of claim 93, wherein each of the first and second graphical images is a strip chart.

98. (New) The method of claim 97, wherein the strip chart is in the form of a bar chart, line chart, or a combination thereof.

99. (New) The method of claim 93, wherein the first and second graphical images comprise a time-series of values associated with comparable measures and wherein the first set of data values is in the form of a plurality of cells, each cell containing a data value.

100. (New) The method of claim 93, further comprising:

(g) receiving from the user a repositioning of at least one point on the first portion of the first graphical image, wherein the user repositions the at least one point using a user manipulable affordance positioned on the first graphical image, wherein the affordance is repositioned using a click-and-drag operation, and wherein the second set of data values conforms to the repositioned at least one point.

101. (New) The method of claim 100, wherein, when the user selects a first mode, a plurality of affordances are displayed on the first graphical image.

102. (New) The method of claim 93, wherein a representation of each of the plurality of editing functions is displayed with the first graphical image in one or more dialog boxes.

103. (New) The method of claim 102, wherein the plurality of editing functions include a plurality of a normal distribution, a Gaussian distribution, a Poisson distribution, a uniform editing function, a double ramp editing function, and an exponential editing function.

104. (New) A computer readable medium comprising processor executable instructions to perform the steps of claim 93.

105. (New) A call center, comprising:

(a) a plurality of agent stations operable to receive customer contacts;

(b) a plurality of agents operable to service the customer contacts;

(c) an input operable to receive a first set of data values, the data being related to

5 each agent, each agent station, and a call center function;

(d) a storage medium operable to store the first set of data values in a tabular form; and

(e) a call center simulator operable to:

(i) generate a first graphical image representative of the first set of data values;

(ii) receive user selected first and second data values in the first set of data values on the first graphical image, a first portion of the first graphical image being positioned between the selected first and second data values and second and third portions of the first graphical image being positioned on either side of the first and second data values;

(iii) receive a user selection of an editing function from among a plurality of predetermined editing functions;

(iv) apply the user selected first editing function to the first portion of the first graphical image but not the second and third portions of the first graphical image to generate a second graphical image, the second graphical image comprising the second and third portions on either side of the first and second data values and a fourth portion between the first and second data values, the fourth portion being generated from application of the user selected first editing function to the data values in the first portion and being different from the first portion; and

(v) revise the first set of data values to yield a second set of data values conforming to the fourth portion of the second graphical image, wherein the second set of data values is a simulation of call center operations based on the first set of data values.

106. (New) The call center of claim 105, wherein the set of data values is a table, wherein the table includes a plurality of measurements of a parameter, wherein the parameter has a time varying value, and wherein the set of data values comprises a number of agents assigned to a selected task during a selected time period.

107. (New) The call center of claim 106, wherein the table is used to simulate a workflow process and wherein the second set of data values is a simulation of call center operations based on the first set of data values.

108. (New) The call center of claim 105, wherein the simulator is operable to:
(vi) display a value associated with a specified location on at least one of the first and second graphical images in response to the user positioning a cursor over the specified location, wherein the value is displayed in the vicinity of the cursor.

109. (New) The call center of claim 105, wherein each of the first and second graphical images is a strip chart.

110. (New) The call center of claim 110, wherein the strip chart is in the form of a bar chart, line chart, or a combination thereof.

111. (New) The call center of claim 105, wherein the first and second graphical images comprise a time-series of values associated with comparable measures and wherein the first set of data values is in the form of a plurality of cells, each cell containing a data value.

112. (New) The call center of claim 105, wherein the simulator is operable, when the user selects a first mode, to display a plurality of affordances on the first graphical image.

113. (New) The call center of claim 105, wherein the simulator is further operable to display, along with the first graphical image, a representation of each of the plurality of editing functions in one or more dialog boxes.

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114. (New) The call center of claim 105, wherein the plurality of editing functions include a plurality of a normal distribution, a Gaussian distribution, a Poisson distribution, a uniform editing function, a double ramp editing function, and an exponential editing function.